



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
Case No. 13253US01

PATENT

In the Application of:  
MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER  
SERVICE TECHNIQUES

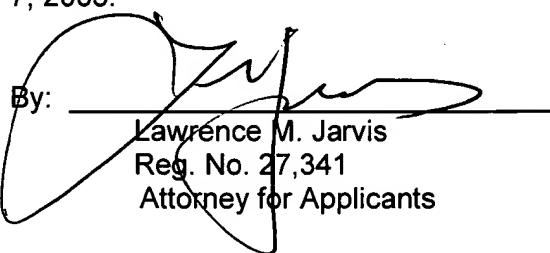
Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

**CERTIFICATE OF MAILING**  
**EV 164037876 US**

I hereby certify that this correspondence and all correspondence referenced herein are being deposited with the United States Postal Service as Express Mail in an envelope addressed to Mail Stop: Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 on April 7, 2005.

By: 

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**AMENDMENT**

Mail Stop: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This paper responds to the Office Action in the above-identified application, mailed October 7, 2004, with a Response being due in a 3-month shortened statutory period of time. A petition for a three-month extension of time is filed together with this paper, which sets the due date to be April 7, 2005. This paper is therefore timely filed.

Amendments to the Claims are reflected in the list of claims which begins on page 2 of this paper.

Remarks begin on page 15 of this paper.